

Mentor *limited* Warranties

Learn about our

Advantage &
Enhanced Advantage

Limited Warranties.

For peace of mind.



January 2007



the power to transform[®]



MENTOR

A Personal Commitment to Your Well-Being.

Thank you for selecting Mentor breast implants.* Our relationship with you doesn't end with your surgery. We make a long-term commitment to our patients and we stand behind the integrity of our products. All Mentor breast implants come with a Lifetime Product Replacement Policy at no additional charge. Also, once you receive Mentor breast implants, you are automatically enrolled in the Mentor Advantage Limited Warranty. Mentor is proud to have been the first company to offer a true warranty on its implants. More recently, Mentor is the first to offer an extended warranty, the Mentor Enhanced Advantage.

The following will explain the benefits and financial assistance** available to you through Mentor's Advantage and Enhanced Advantage programs.

* Please read the appropriate patient brochure: *Important Information for Augmentation Patients about Mentor MemoryGel™ Silicone Gel-Filled Breast Implants*, *Important Information for Reconstruction Patients about Mentor MemoryGel™ Silicone Gel-Filled Breast Implants*, or *Saline-Filled Breast Implant Surgery: Making an Informed Decision*. These educational brochures provide you with information about the risks and benefits of silicone and saline breast implants. It is very important that you take the time to read and fully understand the brochure; consult with your surgeon; and ask any questions you may have. For gel-filled breast implants, you will also be asked to sign the Acknowledgement of Informed Decision Form in the brochure. You should then wait at least one to two weeks prior to deciding on surgery. After reading and signing the Informed Decision Form in your brochure, your surgeon will help you decide which implant is the right choice for you.

** Financial assistance does not imply a loan to the patient.

Lifetime Product Replacement Policy

- Automatically applies to all recipients of Mentor breast implant products.
- Provides that regardless of the age of the implant, when confirmed deflation or rupture occurs, you are eligible for 1 to 2 no-charge replacement breast implant products of any size in a similar style.

The Mentor Advantage

The Mentor Advantage is **free of charge** to all patients who are implanted with Mentor saline-filled and MemoryGel™ breast implant products.

- Lifetime product replacement policy*
- **10 years** and up to \$1200 financial assistance for operating room, anesthesia, and surgical charges not covered by insurance**
- Free contralateral (opposite side) implant replacement upon surgeon request
- Non-cancelable terms

The Mentor Enhanced Advantage

This optional warranty is available for both saline-filled and MemoryGel™ breast implant products and, to be eligible, must be purchased for an enrollment fee of \$100 within 45 days from implantation.***

- Lifetime product replacement policy*
- **10 years** and up to **\$2400** financial assistance for operating room, anesthesia, and surgical charges not covered by insurance**
- Free contralateral (opposite side) implant replacement upon surgeon request
- Non-cancelable terms

With both Mentor Advantage and Mentor Enhanced Advantage it is important to maintain your own records to ensure validation of your enrollment, as it is possible your doctor may not retain your records for the entire duration of the warranty.

* Lifetime Product Replacement Policy: Mentor will provide replacement Mentor product of any size in the same or similar style as the originally implanted product free of charge for the lifetime of the patient. Upon surgeon's request, a different implant style may be selected (subject to a charge of the difference between product list prices). Refer to the Mentor Advantage Limited Warranty for eligibility and program details.

** Operating room and anesthesia charges to be given payment priority. In order to qualify for financial assistance, you will need to sign a Release form.

*** One warranty payout per enrollment fee; enrollment in the program for replacement device will require additional \$100 enrollment fee.

Products Covered

The Mentor Advantage and Enhanced Advantage (if purchased) coverages apply to all Mentor breast implants that are implanted in the United States and Puerto Rico after May 1, 2005*, provided implants have been:

- Implanted in accordance with the Mentor package insert, current to the date of implantation, and other notifications or instructions published by Mentor
- Used by appropriately qualified, licensed surgeons, in accordance with accepted surgical procedures

Events Covered

The Mentor Advantage and Enhanced Advantage coverages apply to the following:

- Deflation or rupture due to crease fold failure, patient trauma, or unknown cause
- Loss of valve integrity

Other loss-of-shell-integrity events also may be covered by this program. Mentor reserves the right to determine if specific, additional events should be covered.

Events Not Covered

The Mentor Advantage and Enhanced Advantage coverages do not apply to the following:

- Removal of intact implants due to capsular contracture, wrinkling, or rippling
- Loss of implant shell integrity resulting from reoperative procedures, open capsulotomy, or closed compression capsulotomy procedures
- Removal of intact implants for size alteration

* For breast implants implanted prior to this date, contact Mentor Corporation for information regarding any applicable warranty terms.

Filing for Financial Assistance

To file a Mentor Advantage claim for product replacement and/or financial assistance, the surgeon must contact the **Mentor Product Evaluation Department at 1-866-250-5115 prompt #1** prior to replacement surgery.

For financial assistance claims, a patient-specific Release form will be generated that the patient must sign and return.

For either replacement or financial assistance claims, the surgeon must send the explanted, decontaminated Mentor breast implant(s) within six months of the date of explantation to:

Mentor Product Evaluation

3041 Skyway Circle North
Irving, TX 75038-3540

Upon receipt, review, and approval of the completed claim, including receipt of the explanted product and patient completion of a full general release, financial assistance will be issued.

This is a summary of Mentor's Advantage and Enhanced Advantage coverages. It is an overview only and not a complete statement of the program. You may obtain a copy of the complete ***Mentor Advantage and Enhanced Advantage Limited Warranties for Saline-Filled and Silicone Gel-Filled Breast Implants*** by writing or calling:

Consumer Affairs Department

MENTOR
201 Mentor Drive
Santa Barbara, CA 93111
1-866-250-5115

You may also obtain a copy of the complete program from your physician or by going to **www.mentorcorp.com**.

Mentor reserves the right to cancel, change, or modify the terms of the Mentor Advantage and Enhanced Advantage coverages. Any such cancellation, change, or modification will **not** affect the currently stated terms of the Mentor Advantage and Enhanced Advantage coverages for those already enrolled.

This brochure provides an overview of The Mentor Advantage and Enhanced Advantage Limited Warranties for breast implants. However, it is not intended to replace any discussion between you and your surgeon.



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THIS REMEDY IS THE SOLE AND EXCLUSIVE REMEDY AVAILABLE. MENTOR SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, CONSEQUENTIAL OR SPECIAL LOSS, DAMAGE, OR EXPENSE ARISING DIRECTLY OR INDIRECTLY FROM THE USE OF THESE PRODUCTS. MENTOR NEITHER ASSUMES, NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT, ANY OTHER OR ADDITIONAL LIABILITY OR RESPONSIBILITY IN CONNECTION WITH THESE PRODUCTS.

THE TERMS IN EFFECT WHEN ORIGINAL IMPLANTATION OCCURS WILL APPLY AT THE TIME OF CLAIM.

Mentor Enhanced Advantage Enrollment

To purchase the Enhanced Advantage coverage for \$100, you must do so within 45 calendar days of your Mentor saline-filled or MemoryGel™ breast implant surgery.*

To review and enroll in the Enhanced Advantage online, go to: www.mentorcorp.com/enhancedadvantage/.

To pay by mail with certified check, money order** or credit card, complete this form and mail with your payment to:

Mentor Enhanced Advantage
P.O. Box 51967
Los Angeles, CA 90051-6267



Please print clearly. (No abbreviations)

First Name _____ Last Name _____

Address _____ Apt. _____

City _____ State _____ Zip _____

Drivers License # _____ State _____
(U.S. citizens only)

Social Security # _____ Date of Birth _____
(required) (required)

Home Phone _____

Credit Card # _____ Expiration _____

Physician who performed your surgery

First Name _____ Last Name _____

Physician's Address _____

City _____ State _____ Zip _____

Date of Surgery (MM/DD/YY) _____

Implant Reference Number(s) & Serial Number(s) (obtainable from your physician)

Left R/N _____
(must begin with 350 or 354)

Left S/N _____

Right R/N _____
(must begin with 350 or 354)

Right S/N _____

* Valid in the United States and Puerto Rico

** Make your certified check or money order
(no personal checks) payable to:
Mentor Enhanced Advantage



Mentor Enhanced Advantage
P.O. Box 51967
Los Angeles, CA 90051-6267

Check the Advantages

By adding the Mentor Enhanced Advantage to the Mentor Advantage, your benefits really add up!

- ✓ Lifetime product replacement
- ✓ 10 years of financial assistance from the date of implant and up to \$2400
- ✓ Free contralateral implant replacement
- ✓ Non-cancelable terms

see important details inside

201 Mentor Drive
Santa Barbara, CA 93111 USA
(805) 879-6000
www.mentorcorp.com

